



STEP

Satisloh Total Equipment Protection

STEP Satisloh Total Equipment Protection



STEP / Remote STEP

A comprehensive protection plan that helps ensure continuous, uninterrupted operation and consistent quality production.

STEP

Choose from a basic program designed to provide the minimum protection needed to keep your equipment operating as designed up to a total protection plan where all costs of ownership and comprehensive upkeep is known and guaranteed up front.

Remote STEP

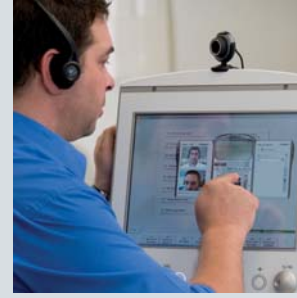
Technology now allows us to communicate with customers via voice and video OVN IP. You can contact our hotline worldwide around the clock directly from your machine. You can even allow our team access to your machine to analyze and trouble shoot even perform WEB. Based training directly on the machine. Overall and excellent program to increase your machine up time and reduce service costs.

Benefits

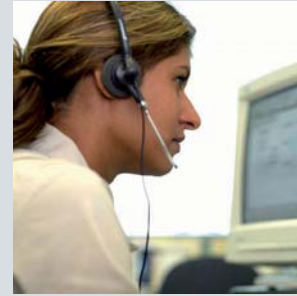
- Protect by your investment
- Longer lifetime of equipment
- Reduce spare parts costs
- Higher precision
- Reduce breakdowns
- Planable costs for maintenance
- Long year service know-how
- Reduced costs for production, keeps machine in excellent running condition
- Minimize downtime
- Immediate support at your finger tips-world wide
- Get third party feedback for process

Features

- Available for most Satisloh equipment
- Two to four service check visits per year
- Phone support (Mon-Sat 8am – 8pm)
- Guaranteed emergency response within 48 hours
- Performance test plus report



Communication with customers via voice and video OVN IP



Phone support

STEP



STEP-Versions:

Features	Basic	Total
2 to 4 annual service check visits ¹⁾	x	x
Performance test plus report	x	x
Phone support (Mon-Sat 8am-8pm)	x	x
One free emergency visit between two check visits ²⁾	x	x
Guaranteed emergency response within 48 hours (excl. Weekend) ³⁾	x	x
Two free emergency visits between two check visits ²⁾		x
Wear parts replacements (as per maintenance list)	x	x
Extended parts warranty up to 5 years (excl. Wear parts)		x

¹⁾ 2 visits for 1-2 shift operation, 4 Visits for 3 shift operation

²⁾ Does not include travel, board & loading costs

³⁾ Or refund of equivalent to one month STEP payment

Remote-STEP Technical Information:

- Satisloh machine-PC to have connection to internet
- Webcam and headset
- Available for VFT-series, ES-4, Nucleo-Blocker/ Nucleo-Deblocker, MC-380, 1200-DLF
- Up to 10 Mbit high speed connection

© Satisloh / KH / February 2011
Subject to technical changes

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